COMMUNICATION S PROCESS

Overview

- Definition of communication
- Elements of the communication process
- Modes of Communication
- Types of human communication
- Barriers to Communication
- Elements to effective/active listening
- Benefits of Effective Listening
- Methods for Improving Listening Skills
- Effective Feedback
- Reasons for giving & receiving feedback
- Guidelines for giving feedback

- Description of the types of human communication

- Barriers of Communication

Communication

Communication is the exchange and flow of information and ideas from one person to another. All parties must participate to complete the exchange of information.

Elements of the Communication Process

- **Sender**
- **Message**
- **Receiver**
- **Feedback**
- **Environment**

Modes of Communication

- **Verbal Communication**
  - **Written communication**
  - **Oral communication**
- **Non Verbal Communication**
  - **Body language**
  - **Touching**
  - **Eye Contact/Facial expressions**

- **Culture**
- **Assertiveness**
- **Honesty**

Types of Human Communication

- **Intrapersonal : Used to think, reason, analyze, reflect and increase self awareness.**

- **Interpersonal: Between two or more people or groups of people.**

Barriers to Communication

- **Physical Barriers:**
  - **Environment**
  - **Objects**
  - **Distance**
  - **Temperature**
  - **Physical Health**

Barriers to Communication cont.

- **Perceptual/Emotional Barriers:**
  - **Past Experiences**
  - **Hidden Agendas**
  - **Stereotypes**
  - **Anger**
  - **Fear**
  - **Surprise**
- **Cultural Barriers**

Elements to Effective/Active Listening

- **Receiving: Hearing**
- **Attending: Giving attention to what was said**
- **Understanding: Processing what was said**
- **Responding: Giving feedback to the sender**

Benefits of Effective Listening

- Improves Communication
- Puts you in control of the situation
- Minimizes Conflict
- Shows that you care
- Enhances Understanding
- Improves Memory

Methods for Improving Listening Skills

- Try to understand the intent and listen for main points.
- Have a reason for listening.
- Listen now, clarify later.
- Concentrate on the message, not the person.
- Resist distractions.
- Suspend judgment.

Effective Feedback

Verbal or nonverbal communication to a person or group providing information as to how their behavior is affecting or influencing you.

Reasons for Giving & Receiving Feedback

- Personal growth
- Find out about self
- Gain insight
- Open environment

Reasons for Giving & Receiving Feedback

- When the other person has indicated willingness to receive it.
- Unsolicited feedback
- Use terms that describe other's behavior with the least amount of interpretation and that accurately describes the behavior.
- Be timely

Guidelines for giving Feedback

- **Specific rather than general**
- **Focused on behavior**
- **Takes into account the needs of the receiver**
- **Solicited**
- **Sharing of information rather than advice**
- **Well timed**
- **Involves the amount of information receiver can use**
- **Checked for clear communication**
- **Observe not Judge**

How to receive Feedback

- Be non-defensive
- Ask for more information
- Say that you do not want feedback

What to do with Feedback

- **Think about it**
- **Use it**
- **Forget it**

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